

Swift Office Cleaning Services (Hounslow) Limited

Privacy Statement

1. Introduction

Swift Office Cleaning Services (Hounslow) Limited (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal data in a lawful, fair and transparent manner. This Privacy Policy explains how we collect, use, store and protect your personal information when you use our website or services.

2. Who We Are (Data Controller)

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, we are the Data Controller.

Contact details:

Swift Office Cleaning Services (Hounslow) Limited

439 Great West Road

Hounslow TW5 0BY

Telephone: 0208 577 3200

Data Protection Lead:

Mr Danny Gazdic

Operations Director

Email: danny@swift-cleaning.com

Website: www.swift-cleaning.co.uk

3. Information We Collect

We may collect and process the following types of personal data:

- Name
- Company name
- Job title
- Postal address
- Email address
- Telephone number
- Payment and billing details
- IP address
- Website usage data
- Marketing preferences
- Job application information (where applicable)
- Emergency contact details (employees only)

We may also collect non-personal technical data such as browser type, device information, and website usage statistics.

4. How We Collect Information

We collect personal data when you:

- Contact us via our website, email or telephone
- Request a quotation or service
- Use our services or enter into a contract with us
- Provide services to us as a supplier or subcontractor
- Apply for a job
- Browse our website (via cookies and analytics tools)

5. How We Use Your Information

We use your personal data to:

- Provide cleaning services
- Respond to enquiries and quotations
- Manage customer accounts and contracts

- Process invoices and payments
- Maintain business records
- Improve our services and website
- Communicate service updates
- Comply with legal and regulatory obligations
- Prevent fraud and ensure security

Where permitted, we may also use your data for marketing purposes.

6. Marketing Communications

We may send you marketing communications about our services where we are legally permitted to do so.

We will only send electronic marketing where we have a lawful basis under UK GDPR and PECR (such as consent or legitimate interest).

You can opt out of marketing at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly
- Updating your preferences (where available)

We may use trusted third-party providers to manage marketing communications on our behalf. These providers must protect your data and only act under our instructions. We do not sell personal data.

7. Sharing Your Information

We may share your personal data only when necessary:

Service Providers

We may share data with IT providers, payment processors, subcontractors, and professional advisers who support our business.

Legal Requirements

We may share data with HMRC, regulators, courts, or law enforcement where required by law.

Business Transfers

If our business is sold or restructured, your data may be transferred to the new owner under the same protections.

Protection of Rights

We may share data to prevent fraud, protect safety, or defend legal claims. We only share the minimum data required and ensure appropriate safeguards are in place.

8. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Contract:** to provide services and manage agreements
- **Legal obligation:** to comply with laws and regulations
- **Legitimate interests:** to run and improve our business and communicate with customers
- **Consent:** for marketing communications where required
- **Vital interests:** in rare emergency situations

You may object to processing based on legitimate interests at any time.

9. Suppliers, Subcontractors and Business Contacts

We may process business contact data to manage relationships, obtain services, and carry out billing and operational activities. This may include name, contact details, payment information, and business correspondence.

10. Employees and Job Applicants

Information relating to employees and job applicants is processed for recruitment and employment purposes. Further details are provided during the recruitment process.

11. Data Retention

We only keep personal data for as long as necessary, including:

- Customer contracts: 6 years after the relationship ends
- Financial records: 6 years
- Job applications: 12 months
- Marketing data: until consent is withdrawn or 2 years of inactivity

12. Data Security

We take appropriate technical and organisational measures to protect your data against loss, misuse, or unauthorised access. While we take all reasonable steps, no system can be completely secure.

13. International Transfers

Your data may be processed outside the UK by trusted service providers. Where this occurs, we ensure appropriate safeguards are in place to protect your data in line with UK data protection law.

14. Your Rights

You have the following rights:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent (where applicable)

To exercise your rights, contact us using the details above.

15. Cookies

Our website uses cookies to improve functionality, performance and user experience.

Cookies help us:

- Ensure the website works properly
- Analyse website usage
- Improve our services

You can control cookies through your browser settings. Disabling cookies may affect website functionality. Full details are available in our Cookie Policy below.

16. Third-Party Websites

Our website may contain links to external websites. We are not responsible for their privacy policies or content.

17. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page.

18. Complaints

If you are unhappy with how we handle your data, please contact us first so we can resolve the issue.

You also have the right to complain to the Information Commissioner's Office (ICO): Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

www.ico.org.uk Tel: 0303 123 1113

19. Contact Us

If you have any questions about this Privacy Policy or your personal data, contact:

Mr Danny Gazdic, Data Protection Lead. Swift Office Cleaning Services (Hounslow) Limited

Email: danny@swift-cleaning.com Tel: 0208 577 3200

Last updated: June 2026

Swift Office Cleaning Services (Hounslow) Limited

Cookie Policy

1. What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function properly and allow us to understand how visitors use our site. Cookies do not usually contain information that directly identifies you, but they may be linked to other information we hold about you.

2. How We Use Cookies

We use cookies to:

- Ensure our website works correctly
- Improve your browsing experience
- Understand how visitors use our website
- Help us improve our services and website content

We do not use cookies to collect sensitive personal information.

3. Types of Cookies We Use

Essential Cookies

- These cookies are necessary for the website to function. Without them, the site may not work properly.

- **Analytics Cookies**

These cookies help us understand how visitors use our website (for example, which pages are visited most often). This helps us improve performance and usability. We may use tools such as Google Analytics or similar services.

- **Functionality Cookies**

These cookies remember your preferences (such as form inputs or settings) to improve your experience.

- **Third-Party Cookies**

Some cookies may be set by third-party services we use, such as:

- Website analytics providers
- Embedded content providers (if applicable)

These third parties may process data in accordance with their own privacy policies.

4. How to Control Cookies

You can control and manage cookies through your browser settings. Most browsers allow you to:

- Block all cookies
- Delete existing cookies
- Allow only certain types of cookies
- Receive alerts before cookies are stored

Please note that disabling essential cookies may affect the functionality of our website.

For more information about managing cookies, you can visit your browser's help section.

5. Consent to Cookies

When you first visit our website, you may be shown a cookie notice requesting your consent to use non-essential cookies. You can withdraw or change your consent at any time by adjusting your browser settings or cookie preferences (if available on our website).

6. Changes to This Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in technology, law, or our services. Any updates will be posted on this page.

7. Contact Us

If you have any questions about this Cookie Policy, please contact:

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